

**Annual Reporting for High-Cost Recipients  
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)  
Northern Arkansas Telephone Company, Inc.**

Received & Inspected

JUN 27 2012

FCC Mail Room

June 26, 2012

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, D.C. 20554

Ms. Karen Majcher  
Vice President – High Cost Low Income Division  
Universal Service Administrative Company  
2000 L Street NW, Suite 200  
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients  
§54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Northern Arkansas Telephone Inc. Study Area Code 401713. Northern Arkansas Telephone Company, Inc. is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission. Please note that in our State Performance Reports, none of the service outages meet the requirements as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e). 47 C.F.R. §54.313(a)(2).

Should you have any questions, please contact me via email at [steven@natconet.com](mailto:steven@natconet.com) or by phone at 870-453-9273.

Sincerely,



Steven Sanders, Jr.  
President

Enclosures

Cc: Arkansas Public Service Commission

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

JUN 27 2012

WC Docket No. 10-90

FCC Mail Room

§ 54.313(a)(2) – Outage reporting

- ☐ My company was not required to collect this information in 2011.
- ☒ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

- ☒ My company was not required to collect this information in 2011.
- ☐ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

- ☐ My company was not required to collect this information in 2011.
- ☒ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

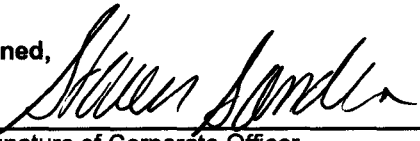
I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Northern Arkansas Telephone Company, Inc.	Arkansas	401713

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed, 

[Signature of Corporate Officer]

Steven Sanders Jr.

[Printed Name of Corporate Officer]

President

[Title of Corporate Officer]

Date: 6-25-12

Carrier's Name Northern Arkansas Telephone Company, Inc.  
Carrier's Address PO Box 209 Flippin, AR 72634  
Carrier's Telephone Number (870) 453-8811

Company Name   NORTHERN ARKANSAS TELEPHONE COMPANY, INC.

APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01 10.06														
2011														
Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Trouble Reports TPR 10.06														
Exchange Name:	1	Access Lines	390	390	390	384	383	380	379	383	379	373	373	369
Diamond City	2	Total Trouble Rpts.	6	5	16	18	13	11	15	19	15	12	15	7
Switch Mfg:	3	Deregulated	4	3	7	7	8	8	8	11	9	10	9	2
DMS-100/RSC	4	Excluded	0	0	1	3	4	2	2	1	3	1	2	0
NOX:	5	Measurable Rpts.	2	2	8	8	1	1	5	7	3	1	4	5
422	6	Trouble Index	0.51	0.51	2.05	2.08	0.26	0.26	1.32	1.83	0.79	0.27	1.07	1.36
Service Outage Restoration TRP 10.01														
	7	Total OOS Rpts.	0	1	4	5	3	0	4	4	0	0	3	2
	8	Deregulated	0	0	2	1	0	0	1	1	0	0	0	0
	9	Excluded	0	0	0	2	3	0	1	1	0	0	2	0
	10	Measurable Rpts.		1	2	2			2	2			1	2
	11	Restored W/I 24 Hrs.	0	1	2	2	0	0	2	2	0	0	1	2
	12	Percentage		100.00%	100.00%	100.00%			100.00%	100.00%			100.00%	100.00%
Application for Service 5 days TPR 9.01														
	13	Total Applications	2	3	5	2	5	8	4	5	1	6	3	5
	14	W/I 5 Days	2	3	5	2	5	8	4	5	1	6	3	5
	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Application for Service 30 days TPR 9.01														
	16	Total Applications	0	0	0	0	0	0	0	0	0	0	0	0
	17	W/I 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
	18	Percentage												

19

Name and address of person to contact regarding this information:

Travis Sullivan  
PO Box 209  
Flippin AR 72634

NOTE: Create a tab to represent each exchange

Please note that in our State Performance Reports, none of the service outages meet the requirements as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e). 47 C.F.R. §54.313(a)(2).

Company Name NORTHERN ARKANSAS TELEPHONE COMPANY, INC.

APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01 10.06														
2011														
Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Trouble Reports TPR 10.06														
1	Access Lines	895	895	897	891	886	889	888	888	880	867	864	862	
2	Total Trouble Rpts.	21	27	28	83	60	27	46	43	31	32	30	22	
3	Deregulated	13	12	18	37	24	15	30	28	20	20	19	20	
4	Excluded	1	1	2	30	15	5	2	8	7	3	0		
5	Measurable Rpts.	7	14	8	16	21	7	14	7	4	9	11	2	Target
426	Trouble Index	0.78	1.56	0.89	1.8	2.37	0.79	1.58	0.79	0.45	1.04	1.27	0.23	<=5
Service Outage Restoration TRP 10.01														
7	Total OOS Rpts.	5	5	4	31	22	6	11	9	8	5	5	0	
8	Deregulated	2	1	2	3	4	1	6	1	0	0	0	0	
9	Excluded	1	0	2	25	13	4	2	6	5	2	0	0	
10	Measurable Rpts.	2	4		3	5	1	3	2	3	3	5		
11	Restored W/I 24 Hrs.	2	4	0	3	5	1	3	2	3	3	5	0	
12	Percentage	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		>=95%
Application for Service 5 days TPR 9.01														
13	Total Applications	3	8	10	8	5	10	10	5	1	4	6	4	
14	W/I 5 Days	3	8	10	8	5	10	10	5	1	4	6	4	
15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
Application for Service 30 days TPR 9.01														
16	Total Applications	0	0	0	0	0	2	0	0	0	0	1	0	
17	W/I 30 Days	0	0	0	0	0	2	0	0	0	0	1	0	
18	Percentage						100.00%					100.00%		>=95%
19	Name and address of person to contact regarding this information:		Travis Sullivan PO Box 209 Flippin AR 72634											

NOTE: Create a tab to represent each exchange

Please note that in our State Performance Reports, none of the service outages meet the requirements as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e). 47 C.F.R. §54.313(a)(2).

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APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01 10.06														
2011														
Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Trouble Reports TPR 10.06														
1	Access Lines	707	704	695	699	693	687	690	681	683	686	685	685	Target  

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Please note that in our State Performance Reports, none of the service outages meet the requirements as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e). 47 C.F.R. §54.313(a)(2).

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2011														
Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Trouble Reports TPR 10.06														
Exchange Name: 1	Access Lines	1367	1368	1368	1367	1358	1352	1360	1354	1340	1340	1330	1332	
Lead Hill 2	Total Trouble Rpts.	27	27	38	82	78	81	49	69	60	59	40	43	
Switch Mfg: 3	Deregulated	18	16	26	41	41	37	29	36	34	34	20	30	
DMS-100/Genband 4	Excluded	3	1	2	27	25	22	6	17	14	4	8	3	
NXX: 5	Measurable Rpts.	6	10	10	14	12	22	14	16	12	21	12	10	Target
436 6	Trouble Index	0.44	0.73	0.73	1.02	0.88	1.63	1.03	1.18	0.9	1.57	0.9	0.75	<=5
Service Outage Restoration TRP 10.01														
7	Total OOS Rpts.	3	2	8	29	30	28	8	22	11	8	12	2	
8	Deregulated	0	0	4	5	3	5	2	4	2	1	1	1	
9	Excluded	2	0	1	19	23	20	3	13	8	2	6	0	
10	Measurable Rpts	1	2	3	5	4	3	3	5	1	5	5	1	
11	Restored W/I 24 Hrs.	1	2	3	5	4	3	3	5	1	5	5	1	
12	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
Application for Service 5 days TPR 9.01														
13	Total Applications	4	4	14	9	12	10	15	17	13	13	6	13	
14	W/I 5 Days	4	4	14	9	12	10	15	17	13	13	6	13	
15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
Application for Service 30 days TPR 9.01														
16	Total Applications	3	0	1	0	2	1	3	0	0	0	2	2	
17	W/I 30 Days	3	0	1	0	2	1	3	0	0	0	2	2	
18	Percentage	100.00%		100.00%		100.00%	100.00%	100.00%				100.00%	100.00%	>=95%
19	Name and address of person to contact regarding this information:		Travis Sullivan PO Box 209 Flippin AR 72634											

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2011														
Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Trouble Reports TPR 10.06														
Exchange Name	1	Access Lines	664	661	650	629	613	606	593	578	565	550	542	538
Bull Shoals	2	Total Trouble Rpts.	23	21	23	34	54	33	30	31	9	17	17	16
Switch Mfg.	3	Deregulated	12	12	13	21	36	21	16	20	7	12	12	13
DMS-100/RSC	4	Excluded	4	1	1	8	5	4	5	3	1	1	1	0
NXX	5	Measurable Rpts.	7	8	9	5	13	8	9	8	1	4	4	3
445	6	Trouble Index	1.05	1.21	1.38	0.79	2.12	1.32	1.52	1.38	0.18	0.73	0.74	0.56
Service Outage Restoration TRP 10.01														
	7	Total OOS Rpts.	3	2	4	6	15	3	6	8	0	2	2	4
	8	Deregulated	0	0	2	3	6	1	3	5	0	1	2	3
	9	Excluded	2	0	0	1	4	1	2	1	0	0	0	0
	10	Measurable Rpts.	1	2	2	2	5	1	1	2		1		1
	11	Restored W/I 24 Hrs	1	2	2	2	5	1	1	2	0	1	0	1
	12	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%		100.00%
Application for Service 5 days TPR 9.01														
	13	Total Applications	5	2	4	1	1	6	1	4	0	1	3	3
	14	W/I 5 Days	5	2	4	1	1	6	1	4	0	1	3	3
	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%
Application for Service 30 days TPR 9.01														
	16	Total Applications	0	0	0	0	1	0	0	0	0	0	0	0
	17	W/I 30 Days	0	0	0	0	1	0	0	0	0	0	0	0
	18	Percentage					100.00%							

19

Name and address of person to contact regarding this information:

Travis Sullivan  
PO Box 209  
Flippin AR 72634

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Company Name NORTHERN ARKANSAS TELEPHONE COMPANY, INC.

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2011															
Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Trouble Reports TPR 10.06															
Exchange Name:	1	Access Lines	1791	1773	1763	1753	1732	1706	1671	1669	1657	1642	1640	1638	Target   

19

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